



## NORTHWEST POWER NORTHWEST VALUES

**Job Title & Series:**

Account Specialist, GS-1101

**Job Announcement Number:**

10296-12-DE

**Grade & Salary Range:**

GS-11: \$60,520 - \$78,674

GS-12: \$72,540 - \$94,300

Full performance level: GS-12. May be filled at any level above.

**Opens:** 08/20/12

**Closes:** 08/24/12

(Applications must be received by 11:59 p.m. Pacific Time)

**Anticipated number of positions to be filled:**

More than one position may be filled.

**Location:** Vancouver, WA

**Type of Position:** This is a permanent position with a full-time work schedule.

**Benefits:** BPA offers a comprehensive benefits package. <http://www.jobs.bpa.gov/Benefits/>

### Eligibility

All United States citizens are eligible to apply.

### About BPA

The Bonneville Power Administration has been powering people and careers for nearly 75 years. We are a non-profit federal agency that provides clean, emissions-free electricity to the Pacific Northwest and maintains a high voltage transmission system to deliver that electricity. We are a leader in sustainability and environmental stewardship, promoting energy efficiency, renewable energy, the smart grid, fish and wildlife protection and initiatives to address climate change. We are a visionary and innovative agency that values diversity and creativity and encourages continuous learning. We are located throughout the Pacific Northwest with opportunities in cities, smaller communities and rural areas. You can learn more about BPA at [www.bpa.gov](http://www.bpa.gov).

### Job Summary & Major Duties

Account Specialist is a Front Office position devoted to customer-facing work that supports the Transmission Account Executive role, and working with Customer Teams in the day-to-day provision of transmission sales. The position is the primary contact support with the customer in concert with the Account Executive. The Account Specialist is responsible for: drafting Transmission service contracts, coordinating with relevant Back and Middle Office roles in resolving issues using Customer Teams as primary vehicle; assisting Customer Teams; assisting Account Executives in Transmission Services in managing the customer account relationship; complying with Standards of Conduct (SOC), internal risk controls (Front/Middle/Back Office), and other Regulatory standards and requirements such as FERC, NERC, WECC, NAESB, A-123, relevant Agency policies procedures and standards.

### SPECIALIZED EXPERIENCE

**(GS-11)**

- Experience providing technical support to a team writing contracts or related policy documents (e.g. Records of Decision, Environmental Impacts Statements, support documents, business practices).
- Experience providing support to a customer or client service team involved with defining customer needs and priorities.

**(GS-12)**

- Experience writing or analyzing power (including energy efficiency/conservation contracts) or transmission, telecommunications, and service contracts or experience writing related policy documents (e.g. Records of Decision, Environmental Impacts Statements, support documents, business practice documentation);
- Experience performing quality control (i.e., addressing issues logically with attention to detail).
- Experience developing business strategies tailored to specific customers.

In order to be rated as meeting the minimum qualifications, we must be able to determine from your application package (includes resume, cover letter and or other supporting material) that you have a minimum of **one year** of the specialized experience requirement described above. *Applicants who have qualifying experience performed on less than a full-time basis must specify the percentage and length of time spent in performance of such duties.*

**Substitution of education for specialized experience:** Completion of education in the amount shown below is qualifying at grade GS-11 only if it provided the knowledge, skills and abilities necessary to do the work of the position.

**GS-11:** 3 full years of progressively higher level graduate education leading to a Ph.D or equivalent doctoral degree in a related field may be substituted for experience **OR** a qualifying combination of specialized experience and education.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Your application materials will be reviewed against the knowledge, skills and abilities (KSAs) listed below to determine your category rating: Best Qualified, Highly Qualified, or Qualified. Within these categories, applicants eligible for veteran's preference will receive selection priority.

**Clearly articulating your work experience to determine the application of the knowledge, skills or abilities through performance is critical to determining your qualifications for this position. Please describe your experience and thoroughly address the statements below through your resume, cover letter, and/or other supporting material you choose to submit.** Work product examples will not be reviewed unless specifically requested. For more information on how to provide supporting information for KSAs, please visit [http://jobs.bpa.gov/How\\_To\\_Apply/ksa.cfm](http://jobs.bpa.gov/How_To_Apply/ksa.cfm).

**1. Ability to develop, support, and implement strategies related to promotion and implementation of product lines; and evaluation and response to market conditions** *(Describe your experiences developing, implementing, and supporting business strategies related to promotion of product lines, and market conditions. Include the role you played/level of responsibility for the process.)*

**2. Ability to evaluate and promote customer satisfaction with an electric utility organization.** *(Describe your experience promoting customer satisfaction to electric utility customers, and working with facets of customer account profiles (i.e. size of the customer, loads, territory, substations, service – Network Transmission or Point to Point, etc. ) or other business rules and procedures. Discuss your knowledge of and experience working with various customers. Include the role you played/level of responsibility for the process.)*

**3. Ability to conduct research and analysis of data.** *[Describe your experience conducting research for the purpose of analyzing data sufficient to draft transmission contracts, to prepare customer account plans, and to prepare management reports. Discuss the data type(s), source (i.e. technical documentation, electronic data, web based searches of NERC/FERC/WECC data, interviews, etc.), methods of research and analysis used, the complexity of the queries from automated sources, and how the "end state" customer account plans and management reports were used by the organization. Provide examples of how you used existing systems to perform analytical work (i.e. OASIS, BillScan, CCM, CDM, CP, OATI, CBSA, Systems E-Tag; BES applications such as HRMIS, or other specialized applications.)]*

**4. Ability to orally communicate concepts and technical information with a wide range of individuals from different backgrounds in a clear and concise manner sufficient to explain detailed procedures, share information, negotiate and resolve differences.** *[Provide examples of experience requiring you to make technical presentations, and explain detailed technical information and contract specifications to another party, resolve disputes, gain acceptance, and share information. Include the type of information/dispute setting (meeting, conference, one-on-one, etc.), and audience.]*

**5. Ability to work effectively on a team which supports effective interpersonal relationships and communication with a wide variety of personnel both within and outside your organization.** *(Describe your experience working on a team. Describe the team's mission or function, and your role relative to dealing with divergent viewpoints, using collaborative skills to reach desired outcomes.)*

### **SECURITY & SUITABILITY**

The sensitivity level of this position is designated as 'Low Risk – Nonsensitive', which requires that the selectee pass a National Agency Check with Inquiries (NACI) personnel investigation and receive a favorable suitability determination. For more information please visit: [http://jobs.bpa.gov/How\\_To\\_Apply/faqs.cfm#18](http://jobs.bpa.gov/How_To_Apply/faqs.cfm#18)

### **Application Package Checklist**

- ☐ Resume, cover letter, and/or other supporting material you choose to submit that fully describe your education and experience. Application must contain sufficient information to determine eligibility for the position.

**Applications must include the following information:**

- Job Announcement number, title, and grade
- Full legal name, mailing address, contact telephone number and email address
- **Country of citizenship** (SSN or other ID is not requested at this time)
- High school attended which includes name of high school and location.

- Employment history including unpaid positions with job title, grade (if Federal), duties and accomplishments, employer's name and address, supervisor's name and phone number, starting and ending dates (month and year), salary, and hours worked per week. Explain any gaps in employment.
- Indication if we may contact your current supervisor.
- List of other job-related training, skills, certificates and licenses, recognition, professional memberships, publications, leadership activities, or other relevant information.
- Grade level(s) for which you are applying.
- College transcripts (photocopies are acceptable).
- VETERANS: To be considered for veteran's preference, a copy of your DD-214 (Member 4) is required. 10-point veterans must also provide a copy of their SF-15 and associated documentation.
- All applicants are encouraged to complete and submit attached, Ethnicity and Race Identification form and Applicant Source Form located at the end of this announcement, or at [http://jobs.bpa.gov/How\\_To\\_Apply/forms.cfm](http://jobs.bpa.gov/How_To_Apply/forms.cfm).

## How to Submit Your Application

Applications may be emailed, faxed or mailed. Due to security requirements, we only accept hand-delivered application from individuals who currently have badge access to the building.

- **Email to:** [jobs@bpa.gov](mailto:jobs@bpa.gov) with the Job Announcement Number in the subject line and on any attachments.
- **Fax to:** 503-230-3149
- **Send via US Mail to:** Bonneville Power Administration, ATTN: Human Capital Management, NHQ-1, PO Box 3621, Portland, OR 97208-3621.

*You will be notified via email to confirm receipt of your application package. Applicants should retain a copy of their application as BPA does not return applications or provide copies. For more information on the hiring process, please refer to:*

[http://jobs.bpa.gov/How\\_To\\_Apply/whathappens.cfm](http://jobs.bpa.gov/How_To_Apply/whathappens.cfm).

## Additional Information

**Veterans Information:** [https://help.usajobs.gov/index.php/Veterans\\_Information](https://help.usajobs.gov/index.php/Veterans_Information)

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### Career Transition Assistance Program/Interagency Career Transition Assistance Program

**(CTAP/ICTAP):** Federal employees seeking CTAP/ICTAP eligibility must submit proof that they meet the requirements of 5 CFR 330.605 (a) for CTAP and 5 CFR 330.704 for ICTAP. This includes a copy of the agency notice, a copy of their most recent Performance Rating and a copy of their most recent SF-50 noting current position, grade level, and duty location. **Please annotate your application to reflect that you are applying as a CTAP or ICTAP eligible.** For additional information please refer to <http://www.opm.gov/ctap/>

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**EEO Policy Statement:** [https://help.usajobs.gov/index.php/EEO\\_Policy\\_Statement](https://help.usajobs.gov/index.php/EEO_Policy_Statement)

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### Reasonable Accommodation Policy Statement:

[https://help.usajobs.gov/index.php/Reasonable\\_Accommodation\\_Policy\\_Statement](https://help.usajobs.gov/index.php/Reasonable_Accommodation_Policy_Statement)

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**Legal and Regulatory Guidance:** [https://help.usajobs.gov/index.php/Legal\\_and\\_Regulatory\\_Guidance](https://help.usajobs.gov/index.php/Legal_and_Regulatory_Guidance)

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**Forms Availability:** All application materials may be obtained by calling 503-230-3230, or 1-877-975-4272 or visiting: <http://www.jobs.bpa.gov> .

## **Applicant Source Form**

The Bonneville Power Administration's Human Capital Management office has an ongoing process improvement objective associated with recruitment and outreach strategies. In order for us to assess the effectiveness of our current advertising and Recruitment efforts, please identify how you learned about this job by marking the appropriate box below:

Vacancy Announcement Number	Position Title, Series, Grade
<input type="text"/>	<input type="text"/>

☐ **BPA Website**

☐ **USAJOBS Website**

☐ **Job Board** (CareerBuilder, Craigslist, Employment Dept, etc.)

**(please specify):** \_\_\_\_\_

☐ **Industry Website or Event** (National Institute of Government Purchasers, GreenDrinks, etc.)

**(please specify):** \_\_\_\_\_

☐ **Social Media Website** (Facebook, LinkedIn, etc.)

**(please specify):** \_\_\_\_\_

☐ **Career Fair** (campus events, community event)

**(please specify):** \_\_\_\_\_

☐ **BPA employee**

☐ **Other (please specify):** \_\_\_\_\_

U.S. Office of Personnel Management Guide to Personnel Data Standards	<h2 style="text-align: center;">ETHNICITY AND RACE IDENTIFICATION</h2> <p style="text-align: center;">(Please read the Privacy Act Statement and instructions before completing form.)</p>
Name (Last, First, Middle Initial) <div style="background-color: #cccccc; height: 20px; width: 100px;"></div>	
Agency Use Only	
<p><b>Privacy Act Statement</b></p> <p>Ethnicity and race information is requested under the authority of 42 U.S.C. Section 2000e-16 and in compliance with the Office of Management and Budget's 1997 Revisions to the Standards for the Classification of Federal Data on Race and Ethnicity. Providing this information is voluntary and has no impact on your employment status, but in the instance of missing information, your employing agency will attempt to identify your race and ethnicity by visual observation.</p> <p>This information is used as necessary to plan for equal employment opportunity throughout the Federal government. It is also used by the U. S. Office of Personnel Management or employing agency maintaining the records to locate individuals for personnel research or survey response and in the production of summary descriptive statistics and analytical studies in support of the function for which the records are collected and maintained, or for related workforce studies.</p>	
<p><b>Specific Instructions:</b> The two questions below are designed to identify your ethnicity and race. <b>Regardless of your answer to question 1, go to question 2.</b></p>	
<p><b>Question 1. Are You Hispanic or Latino?</b> (A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.)</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p><b>Question 2.</b> Please select the racial category or categories with which you most closely identify by placing an "X" in the appropriate box. Check as many as apply.</p>	
<p style="text-align: center;">RACIAL CATEGORY (Check as many as apply)</p>	<p style="text-align: center;">DEFINITION OF CATEGORY</p>
<input type="checkbox"/> American Indian or Alaska Native	A person having origins in any of the original peoples of North and South America (including Central America), and who maintains tribal affiliation or community attachment.
<input type="checkbox"/> Asian	A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
<input type="checkbox"/> Black or African American	A person having origins in any of the black racial groups of Africa.
<input type="checkbox"/> Native Hawaiian or Other Pacific Islander	A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
<input type="checkbox"/> White	A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.

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